

RECORD OF PROCEEDINGS

Minutes of **MIFFLIN TOWNSHIP BOARD OF TRUSTEES** Meeting

OPS Center, 400 W Johnstown Rd, Gahanna OH 43230

Held **November 19,** **2024**

Chair Kevin Cavener called the Regular Meeting of the Mifflin Township Board of Trustees to order at 1:30 p.m. with Vice Chair Richard Angelou, Trustee Jamie Leeseberg, Assistant Fiscal Officer Cynthia Lampkins, Fire Chief Brian Dunlevy, Police Chief David Briggs, Human Resources Director Mindy Owens, Service Director Roger Boggs, and IT Director Craig Main. Assistant Fire Chief Scott Davis, Finance Specialist Rebecca Rousseau and Administrative Communications Coordinator Becky Swingle also attended. Fiscal Officer Kelly Cararo was absent.

TRUSTEES' COMMENTS:

No comments.

VISITORS' COMMENTS:

No visitors attended.

MINUTES & WARRANTS:

Res. 212-24 Approve the meeting minutes of November 4, 2024, Regular Meeting and Warrants for December 2024, via Consent Agenda.

Mr. Leeseberg moved to approve the meeting minutes of November 4, 2024, Regular Meeting and Warrants for December 2024, via Consent Agenda. All voted yea. Motion carried.

CORRESPONDENCE:

Ms. Rousseau distributed a letter from the Department of Commerce, Division of Liquor Control, stating that all Class C and D retail permits will expire on February 1, 2025, and applicants must renew online with the Division. The letter requested to be notified of any objections to permit premises. There were no comments.

FINANCE:

Ms. Lampkins said the 2023 entries are complete and that Fiscal Officer Kelly Cararo will review them for any updates. Ms. Lampkins said she participated in a Teams meeting on November 20, 2024, with auditors from Julian & Grube Inc. to discuss the 2022 audit. Ms. Lampkins said the township will be moving forward with Paychex for the payroll implementation process and plans to meet with them on November 22, 2024.

HUMAN RESOURCES:

Ms. Owens said that Open Enrollment began on November 16th and runs through November 24, 2024.

SERVICE:

Mr. Boggs said he is moving forward with selling cremation burials only, up to four per grave. He said he submitted road resurfacing for two short roads within the township in 2025. He is submitting the Northglen/Lindale Road area for the 2026 OPWC grant award. He said the township received 188 points for the OPWC grant and is hoping to receive more points; the county is going to double-check the score. The award announcement is on December 6, 2024. Mr. Boggs said he is awaiting a check from the insurance company for roof repairs mentioned in the last meeting.

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CODE ENFORCEMENT:

Mr. Boggs requested the approval of the code violation to be placed as a lien on the tax duplicate per ORC §505.87(B)(2), totaling \$300.00 for 2322 Mecca Road, for trash.

Res. 213-24 Approve the code violation to be placed as a lien on the tax duplicate per ORC §505.87(B)(2), totaling \$300.00 for 2322 Mecca Road, for trash.

Mr. Leeseberg moved to approve the code violation to be placed as a lien on the tax duplicate per ORC §505.87(B)(2), totaling \$300.00 for 2322 Mecca Road, for trash. Mr. Angelou seconded the motion. All voted yea. Motion carried.

POLICE:

There were no requests or updates.

FIRE:

Chief Dunlevy requested an Executive Session at the end of today's meeting per ORC §121.22 (G) (1) Purpose: to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official, or the investigation of charges or complaints against a public employee, official, licensee, or regulated individual, unless the public employee, official, licensee, or regulated individual requests a public hearing.

Chief Dunlevy requested to modify the township's policy on "Hours of Work and Overtime" XXI, (C-a) to eliminate the Fire department's sick leave as non-worked hours, effective retroactively to November 10, 2024.

Chief Dunlevy requested an additional Executive Session at the end of today's meeting per ORC §121.22 (G) (2) Purpose: to consider the purchase of property for public purposes, the sale of property at competitive bidding, or the sale or other disposition of unneeded, obsolete, or unfit-for-use property in accordance with §505.10 of the Revised Code, if premature disclosure of information would give an unfair competitive or bargaining advantage to a person whose personal, private interest is averse to the general public interest.

OPS Center:

Fire Chief Dunlevy said there were no requests or updates.

INFORMATION TECHNOLOGY:

Mr. Main requested the approval of a Managed Service Contract with IP Pathways for 13 months in the amount of \$1,941.00/month.

Res. 214-24 Approve a Managed Service Contract with IP Pathways for 13 months in the amount of \$1,941.00/month.

Mr. Leeseberg moved to approve a Managed Service Contract with IP Pathways for 13 months in the amount of \$1,941.00/month. Mr. Angelou seconded the motion. All voted yea. Motion carried.

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Mr. Main reviewed the October 2024 Phishing Report. He said this year's second round of testing has improved but there still needs to be a focus on being aware of phishing e-mails: 14 were opened and two links were clicked on. He said that it is lower than last month, but he is hoping for e-mails not to be opened and therefore no links will be clicked on.

Mr. Leeseberg moved to go into Executive Session per ORC §121.22 (G) (1) Purpose: to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official, or the investigation of charges or complaints against a public employee, official, license, or regulated individual, unless the public employee, official, licensee, or regulated individual requests a public hearing. Chair Cavener seconded the motion. All voted yea. Motion carried.

At 1:53 p.m., the trustees and all attendees except Police Chief Briggs entered the Executive Session. At 2:35 p.m., Chair Cavener moved to come out of Executive Session. Mr. Leeseberg seconded the motion. All voted yea. Motion carried.

Res. 215-24 Approval to modify the township's policy on "Hours of Work and Overtime" XXI, (C-a) to eliminate the Fire department's sick leave as non-worked hours, effective retroactively to November 10, 2024.

Chair Cavener moved to approve the request to modify the township's policy on "Hours of Work and Overtime" XXI, (C-a) to eliminate the Fire department's sick leave as non-worked hours, effective retroactively to November 10, 2024. Mr. Leeseberg seconded the motion. All voted yea. Motion carried.

Chair Cavener said there will be a special meeting on November 26, 2024, at 3:30 p.m. at the OPS Center to hear a TIF proposal from Mr. Nate Green of the Montrose Group.

Chair Cavener said the Regular Trustees Meeting previously scheduled for December 2, 2024, is cancelled.

Chair Cavener moved to adjourn the meeting. Mr. Leeseberg seconded the motion. All voted yea. Motion carried. The meeting adjourned at 2:35 p.m.

Kevin J. Cavener, Chairperson

Richard J. Angelou, Vice Chairperson

Jamie D. Leeseberg, Trustee

Kelly Cararo, Fiscal Officer (Absent)



MIFFLIN TOWNSHIP
Peace. Safety. Welfare.

TRUSTEES MEETING AGENDA
Tuesday, November 19, 2024, 1:30 p.m.
OPS Center
400 W Johnstown Rd
2nd Floor, EOC Conference Room B

1. Call Meeting to Order
2. Prayer and Pledge
3. Roll Call
4. Trustees' Comments
5. Visitors' Comments
6. Minutes & Warrants (Consent Agenda)
 - November 4, 2024, Regular Meeting Minutes
 - Warrants for December 2024
7. Correspondence
 - No correspondence
8. Finance
 - Updates
9. HR
 - Updates
10. Service
 - Updates
11. Code Enforcement
 - Request to approve the following code violations to be placed as a lien on the tax duplicate per ORC §505.87(B)(2), totaling \$300.00 for 2322 Mecca Road, for trash.
 - Updates

12. Police

- Updates

13. Fire Division

- Request to go into an Executive Session per ORC §121.22 (G)(1) Purpose: to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official, or the investigation of charges or complaints against a public employee, official, license, or regulated individual, unless the public employee, official, licensee, or regulated individual requests a public hearing.
 - Restructure IT Department
 - Policy Change
- Request to modify Township policy "Hours of Work and Overtime" XXI, (C-a) to eliminate fire department sick leave as non-worked hours, effective retroactive to November 10, 2024.
- Request to go into an Executive Session per ORC §121.22 (G) (2) Purpose: to consider the purchase of property for public purposes, the sale of property at competitive bidding, or the sale or other disposition of unneeded, obsolete, or unfit-for-use property in accordance with section 505.10 of the Revised Code, if premature disclosure of information would give an unfair competitive or bargaining advantage to a person whose personal, private interest is averse to the general public interest.
- Updates

14. Information Technology

- Request to approve a Managed Services Contract with IP Pathways for 13 months in the amount of \$1,941.00/month.
- October 2024 Phishing Report

15. OPS Center

- No requests

16. Adjourn

Reminders:

1. November 21, 2024, FCEO/FCTA Annual Meeting, Villa Milano Banquet Center, Registration at 5:15 p.m.
2. November 28 & 29, 2024, Thanksgiving Holiday – Office is closed
3. December 2, 2024, Regular Trustees Meeting, 10 a.m., OPS Center
4. January 29-31, 2025, 2025 OTA Winter Conference & Trade Show, GCCC, Registration is open



MIFFLIN TOWNSHIP TRUSTEES
ATTN TOWNSHIP FISCAL OFFICER
POST OFFICE BOX 307630
GAHANNA, OH 432307630

November 13, 2024

**NOTICE TO LEGISLATIVE AUTHORITIES
Objections to Renewal of a Retail Liquor Permit**

Dear Clerk of Legislative Authority:

All Class C and D retail permits to sell alcoholic beverages in your political subdivision will expire on **February 1, 2025**. In order to maintain permit privileges, every permit holder must file an online renewal application with the Division.

Ohio Revised Code Section 4303.271(B) provides the legislative authority with the right to object to the renewal of a retail permit and to request a hearing. The hearing may be held in the county seat of the county in which the permit premises is located if that request is made in writing. This will be your only opportunity to object to the renewal of a liquor permit premises which might be a problem in your community.

In order to register a valid objection with the Division of Liquor Control and request a hearing, the legislative authority must pass a resolution that specifies the problems at the liquor permit premises and the legal grounds for the objection as set forth in Ohio Revised Code Section 4303.292(A). We suggest that a separate resolution be passed for each permit premises. The Chief Legal Officer of your political subdivision must also submit a statement with the resolution that, in their opinion, the objection is based on substantial legal grounds within the meaning and intent of Ohio Revised Code Section 4303.29(A).

The resolution and Chief Legal Officer's statement must be sent by email (below) or mailed to the Division of Liquor Control, Attn: Legal Section, 6606 Tussing Road, P.O. Box 4005, Reynoldsburg, Ohio 43068-9005 and postmarked no later than January 2, 2025.

You may wish to contact the law enforcement agency for your jurisdiction to determine if it has any information which will aid in your decision whether or not to object and request a hearing. You can find retail permit holders within your jurisdiction by going to com.ohio.gov/findapermiholder. Select your city/township name where asked and "issued" under "class issue status." For more information on other ways to deal with problems establishments, including a copy of the text of this letter, go to com.ohio.gov/govhelp.

If you determine that there are no permit premises within your jurisdiction that you wish to object to, you do not need to take any further action. The renewal applications for those premises will be submitted by the permit holders and will be processed by the Division as appropriate.

If you have any questions, please contact the Legal Section at liquorlegal@com.ohio.gov. Sign up for our emails at com.ohio.gov/stayinformed.

DOLC Licensing Section



M E M O

DATE: 11/19/2024
TO: Mifflin township Trustees
FROM: Service Director – Roger Boggs
SUBJECT: Updates & Requests

Service Dept. Request

Updates

- I plan to move forward with adding 5 graves spaces in block 6 for Cremation Burial only. I plan to keep the price the same as current prices for Resident/Non-Resident for grave space.
- I have turned in 2 roads for estimates for the county road resurfacing program for 2025.
 - Eddystone
 - Oakland Park

Code Enforcement

- Abatement Notice - 2322 Mecca Rd – Trash - \$300.00

Updates

The Service Dept. is still actively tagging properties that are not in compliance and following up on All complaints that come in from our residents.

Mifflin Township Service Department
 155 Olde Ridenour
 Gahanna, Ohio 43230
 614-713-9071 Fax 614-478-6890



MIFFLIN TOWNSHIP
 Peace. Safety. Welfare.

INVOICE

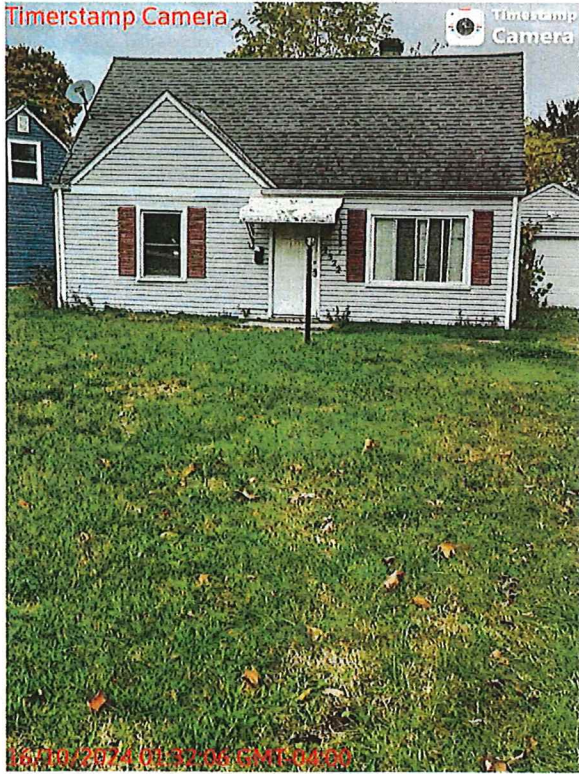
Bill To.:
TRI-TIP PROPERTIES LLC 2322 MECCA RD - Property Address 495 S HIGH ST STE 400 - Owner Address COLUMBUS OH 43215, 190-003801 - Parcel I.D.

Date Due: Invoice Date: 11/01/2024

Item	Hours	Amount
Trash	1.00	\$300.00
Total		\$300.00

Date	Paid By	Payment Type	Amount
		Total Paid	\$0.00
		Amount Due	\$300.00

To: Franklin county Auditors Office
 373 South High Street 21st floor
 Columbus, OH 43215



Timestamp Camera

Timestamp Camera



16/10/2024 01:32:30 GMT-04:00



MIFFLIN TOWNSHIP

Brian P. Dunlevy
Fire Chief

Scott Davis
Assistant Fire Chief

BOARD OF TOWNSHIP TRUSTEES MEETING

November 19, 2024

Fire Division Requests:

Request to Move into Executive Session:

11192024.1: Executive Session – ORC §121.22 (G) (1) Purpose: to consider the appointment, employment, dismissal, discipline, promotion, demotion, or compensation of a public employee or official, or the investigation of charges or complaints against a public employee, official, licensee, or regulated individual, unless the public employee, official, licensee, or regulated individual requests a public hearing.

- Restructure IT Department
- Policy Change

Request to Modify Mifflin Township Policy:

11192024.2: This is a request to modify Township Policy “Hours of Work and Overtime” XXI, (C-a) to eliminate fire department sick leave as non-worked hours. If Board approved, the Fire Chief is requesting that the change be effective retroactive November 10, 2024. This is an administrative request and does not affect the current budget.

Fire Division Update

- Conducted live fire training at the OFA Nov 13th.
- Gahanna Holiday Lights celebration November 24th 3pm-6pm.
- Hydrant flushing is scheduled for completion by Thanksgiving.
- Battalion Chief Testing scheduled for the first week of December.
- Working on strategic planning to present to the Board in January.

Mifflin Township Policy Manual

XXI. HOURS OF WORK AND OVERTIME

- A. The Township will establish the hours of work for all employees. Employees may be required to workdays, evenings, nights and/or weekends due to operational needs. The Township may alter schedules, days off and shifts based upon operational needs. Unless prohibited due to operational needs, the Township will meet in advance with employees and give at least two (2) weeks advance notice for significant shift and schedule changes.
- B. Due to federal regulations, employees who are not exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) are prohibited from signing in or beginning work before their scheduled starting time or signing out/stopping work past their scheduled quitting time except with supervisory approval or in emergency situations. Additionally, non-exempt employees who receive an unpaid lunch period are prohibited from working during their lunch period except with supervisory approval or in emergency situations. Non-exempt employees should not remain at their desks, or computers, without notice and approval of their supervisor. Non-exempt employees who work outside their regularly scheduled hours in contravention of this rule shall be paid for all hours actually worked but may be disciplined accordingly.

Failure to properly sign in or out as required, misrepresenting time worked, altering any time record, working overtime without approval, or allowing a time record to be altered by others will result in disciplinary action.

- C. Paid Leave when calculating overtime
- a. Fire Department and Service Department Employees - Paid leave, except for injury leave, sick leave, military leave and paid administrative leave, will be considered as worked hours when calculating overtime compensation.
 - b. Police Department Employees - Paid leave, except for injury leave and paid administrative leave, will be considered as worked hours when calculating overtime compensation.
 - c. Administration and Fiscal Employees – Sick leave, vacation leave, compensatory time, injury leave and all other paid time off, and unpaid leaves shall not be considered hours worked for purposes of overtime compensation. If use of paid leave results in an employee accumulating more than 40 hours in a work week, the amount of paid leave will be reduced to reflect a 40-hour work week unless otherwise approved by the Department Head.
- D. The Township may mandate overtime as a condition of continued employment. Supervisors shall attempt to distribute overtime as equally as practicable among qualified employees within those classifications in which overtime is required. An employee who refuses to work a mandatory overtime assignment may be considered insubordinate and will be subject to progressive discipline. Additionally, the Township may authorize or require employees to work a flexible schedule in a work week. For overtime eligible employees, a flexible schedule must occur within a single forty-hour work week.
- E. A partial overtime exemption, or differing work schedule, may apply to certain employees, such as safety forces. The FLSA defines a *work week* as any seven (7) consecutive 24-hour periods. The Township defines a *work period* as fourteen (14) consecutive calendar days. The Township has established that both the work week and work period start on Sunday. The Township defines the *work schedule* as the expected hours an employee is scheduled per work week.

FLSA Exempt Status - Any Township employee who is determined to be exempt under the FLSA shall not be entitled to overtime compensation.

FLSA Non-Exempt Employees (not on a 56-hour work schedule) - Overtime is calculated on a 7-day work week. Employees shall be entitled to overtime compensation at a rate of one and one-half times their regular hourly rate for time worked beyond forty (40) hours per work week.

Mifflin Township Policy Manual

FLSA Non-Exempt Firefighters (56-hour work schedule) - Overtime is calculated on a 14-day work period.

- Firefighters are scheduled to work either 96 hours or 120 hours per work period.
- Firefighters shall be entitled to overtime compensation at a rate of one and one-half times their regular hourly rate for time worked:
 - beyond 96 hours in a 14-day work period when scheduled to work 96 hours
 - beyond 106 hours in a 14-day work period when scheduled to work 120 hours
 - use of paid leave when calculating overtime applies as defined in XXI (C)

F. COMPENSATORY TIME

Non-exempt Township employees may, at their election, take compensatory time in lieu of overtime payment with prior authorization from their Department Head, in compliance with the Fair Labor Standards Act. Compensatory time is calculated at the rate of one and one half (1.5) times. The request to convert compensatory time must be in one (1) hour increments.

Compensatory time may be accumulated up to 240 hours maximum. Once an employee reaches the maximum amount of compensatory time that can be banked, no additional compensatory time off will be added to the account until compensatory time off has been used. An employee will be permitted to use compensatory time on the date requested unless doing so would “unduly disrupt” the operations of the department. Compensatory time may be carried over into the following year, provided that the maximum accumulation shall not exceed 240 hours.

1. TRANSFER/PROMOTION TO EXEMPT POSITION

In the event a non-exempt employee transfers or is promoted to an exempt position, any compensatory time will be cashed out at the time of transfer or promotion.

2. COMPENSATORY COMPENSATION AT SEPARATION

Upon separation from service recognized public service, an employee is entitled to compensation at their current rate of pay for accrued but unused compensatory time. In the case of the death of a Township employee, the unused accrued holiday leave to the credit of the employee shall be paid in accordance with section 2113.04 of the Revised Code, or to the employee's estate.

G. EARNED TIME OFF – OVERTIME EXEMPT EMPLOYEES

Employees who are exempt from the overtime provisions of the FLSA shall not receive compensatory time. However, a bona fide executive, administrative or professional employee may receive earned time off. Earned time off may not be given on a time and one-half basis but may be given as an hour for hour trade. Earned time may be accrued up to 80 hours maximum. Once an employee reaches the maximum amount of earned time off that can be banked, no additional earned time off will be added to the account until earned time off has been used. Earned time off shall not be paid out and shall either be used or lost upon separation of employment. The use of earned time off will be subject to approval based on operational needs.

H. TIMEKEEPING

The FLSA requires employers to keep certain records on behalf of their employees. The FLSA does not require a particular form for the records but does require certain identifying information about each employee as well as precise and accurate data about the number of hours worked and wages earned. Additionally, state law requires employers to keep certain records on behalf of their employees. Article II, section 34(a) of the Ohio Constitution and Ohio Revised Code (ORC) 4111.14 require employers in the State of Ohio to maintain certain records, including the hours worked each day and each work week, for at least three (3) years from the date the hours were worked and for three (3) years following the last date the employee was employed.

Non-Exempt Firefighters (56-hour work schedule) – Worked hours based on the department scheduling program will be submitted to payroll for processing. Employees are responsible for reviewing their record for accuracy and report errors to their supervisor each pay period.



MIFFLIN TOWNSHIP

Craig Main
Public Safety Technology Director

BOARD OF TOWNSHIP TRUSTEES STAFF MEETING

November 19, 2024

Public Safety Technology Director

This is a formal request to enter into a Managed Services Contract with IP Pathways
This is a 13-month contract for \$1941.00\month total.



YOUR TRUSTED TECHNOLOGY PARTNER

CONTACT INFORMATION

Customer: Mifflin Township

IP Pathways, LLC

Contact: Craig Main
Phone: 614.406.8140
Email: mainc@mifflin-oh.gov

Sales Contact: Katie Gioffre
Phone: 614.420.0604
Email: kgioffre@ipathways.com

Contract #: 23789
Effective Date: 12/1/2024
Initial Service Term: Through 12/31/2025
Renewal Service Term(s): 1 Year

This Service Order will fully replace and supersede the following:

- Managed Services Agreement dated 6/21/2022 entered into between Customer and Sophisticated Systems, Inc.

SERVICE ORDER FEE SCHEDULE

Table with 3 columns: Description, Interval, Amount. Rows include Recurring Charges Summary (Managed Infrastructure \$1,941.00), Recurring Total (\$1,941.00), and Payment Terms (1-Year Contract, Monthly, \$1,941.00).

Managed Infrastructure

SKU	Description	Qty	Recurring	Ext. Recurring	Non-Recurring
MSVC-NET-SW-E	Network Management for Edge Switch	9	\$75.00	\$675.00	\$675.00
MSVC-NET-SW-DC	Network Management for Data Center Switch	2	\$199.00	\$398.00	\$398.00
MSVC-NET-FW-M	Network Management for Mid-Range Firewall	2	\$349.00	\$698.00	\$698.00
MSVC-NET-WIFI-SITE	Network Management for per site Wireless (Includes up to 1 controller and 10 APs per site)	1	\$120.00	\$120.00	\$120.00
MSVC-NET-WIFI-AP-25	Network Management additional 25 Access Points (Requires MSVC-NET-WIFI-SITE)	1	\$50.00	\$50.00	\$50.00
DISCOUNT-NRC	Non-Recurring Charge discount for SKU(s): MSVC-NET-SW-E, MSVC-NET-SW-DC, MSVC-NET-FW-M, MSVC-NET-WIFI-SITE, MSVC-NET-WIFI-AP-25	1	\$0.00	\$0.00	(\$1,941.00)
				Recurring Subtotal	\$1,941.00
				Non-Recurring Subtotal	\$0.00

Additional Service Order Terms and Conditions

1. This Service Order is governed by, incorporated into, and made a part of the Master Service Agreement, Contract # 22512 as may be amended, (the "Master Agreement"). This Service Order defines the services that IP Pathways shall provide to Customer under the terms of the Master Agreement and this Service Order (the "Contracted Services"). The terms of this Service Order are limited to the scope of this Service Order and shall not be applicable to any other Service Order. Capitalized terms used herein and not otherwise defined shall have the meanings given to them in the Master Agreement.
2. Unless otherwise indicated, upon the expiration of the Initial Service Term, this Service Order shall automatically renew for successive Renewal Service Term(s) unless either party provides written notice ninety (90) days (or thirty (30) days if a 30-day term) prior to the end of the Initial Service Term or any Renewal Service Term (the Initial Service Term and any Renewal Service Term shall collectively be referred to as the "Service Term").
3. IP Pathways will invoice Customer as provided in this Service Order. Any consumption-based charges are an estimate based on IP Pathways' initial understanding of Customer's requirements and may adjust based on Customer's actual consumption. Any additional taxes, fees, surcharges or one-time charges incurred by IP Pathways will be invoiced to Customer. Each Contracted Service will be invoiced once provisioned. Service features are further described in Appendix 1 to this Service Order, incorporated herein by this reference, and may be amended from time to time pursuant to the terms of the Master Agreement.

Customer:

IP Pathways:

By: _____

By: _____

Print Name & Title: Craig Main, Director of Public Safety
Information Technology

Print Name & Title: _____

Date: _____

Date: _____

APPENDIX 1

a. Network Management

- i. Features. Comprehensive management for all network equipment covered under this Service Order (the “Network Management Services”). The support is primarily provided remotely and is available via phone and email. The scope of services include all general administration and maintenance of the network equipment. Additional detail on the scope of services are outlined below:
 1. Possible types of devices (see the Service Order Fee Schedule for devices covered under this Service Order)
 - a. Firewalls
 - b. Routers
 - c. Switches
 - d. Wireless controller/manager (virtual, physical or cloud)
 - e. Wireless access point
 2. Remote monitoring and alerting for Network Management Services.
 - a. Customer may need to provide a Windows Server virtual machine on which IP Pathways will install the monitoring agent.
 - b. If Customer cannot provide a Windows Server virtual machine on which IP Pathways will install the monitoring agent, IP Pathways will provide a management node at an additional cost.
 3. General administrative assistance as required
 4. Configuration changes as requested or required
 5. Assistance troubleshooting network connectivity through the covered devices
 6. Ticket management and escalation with hardware manufacturer
 7. Annual firmware updates or as recommended by IP Pathways
- ii. Support. Services include phone and email support in regards to monitoring, administration, configuration and troubleshooting of the covered devices.
- iii. Consumption-Based. Usage is consumption-based (high-watermark quantities per month) with a minimum quantity as subscribed to in this Service Order. The service fees for partial months will be prorated.
- iv. Installation. No installation services are provided as part of this Service Order. All covered devices should already be installed and functioning as intended. Installation of new or replacement devices is not provided as part of this Service Order.
- v. Manufacturer Support. Customer shall maintain direct manufacturer support on the equipment under management. Furthermore, SLAs will be inapplicable during the time periods outside of manufacturer support coverage hours. IP Pathways highly recommends 24x7 manufacturer support contracts. All equipment under management must have been purchased through manufacturer authorized channels.
- vi. Travel. Travel and related expenses are not provided as part of this Service Order. Travel and related expenses will be billed to Customer as agreed to in the Master Agreement or other mutually executed agreement.
- vii. Out of Scope. The following are not covered (unless covered elsewhere)
 1. Monitoring and troubleshooting beyond the covered network devices
 2. Configuration of devices connected to the covered network devices

Phishing Report

Initial Campaign



What is Phishing?

Phishing is the most popular attack method used by cybercriminals. By posing as a legitimate individual or institution, the criminal attempts to trick their target into providing sensitive information or downloading malicious content. Information compromised in a phishing attack can be used to access important work or personal accounts that could lead to a major data breach for an organization, or identity theft for the affected individual.

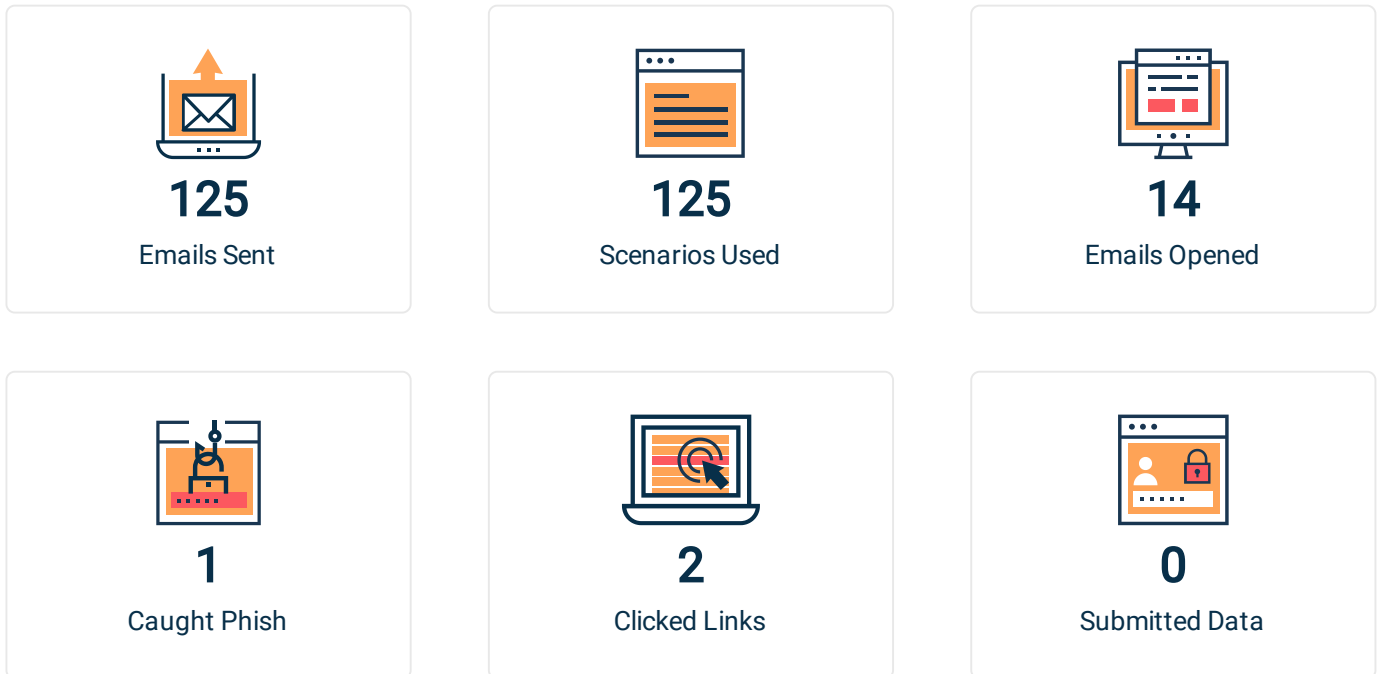
Purpose of this Report

Cybercriminals are continuously improving their phishing techniques, making it difficult for technical safeguards like spam filters to identify them and keep them out of your employees' inboxes. That means employees are on the front lines to protect your network and should be trained on how to properly identify a phishing email. Sending employees fake phishing emails known as phishing simulations is a great way to test their ability in spotting these potentially malicious messages on an ongoing basis.

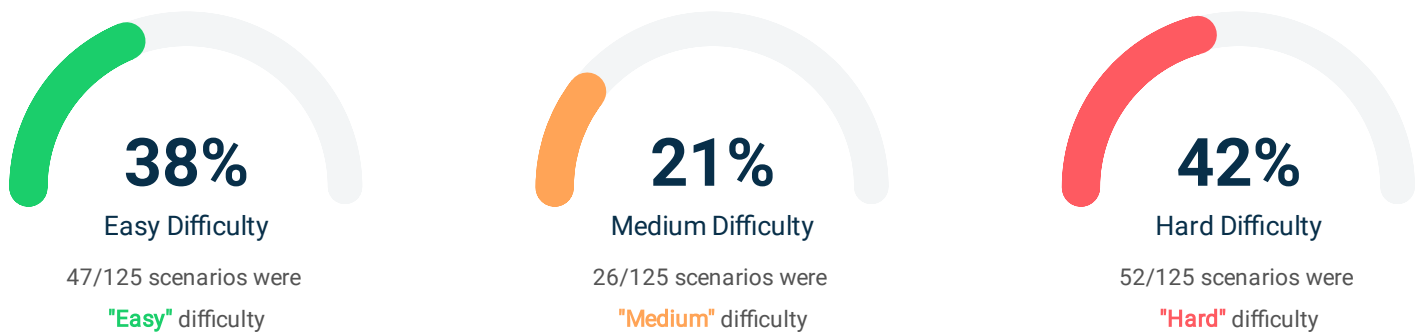
2. Phishing Results Overview

Campaign Results

Let's unpack the results from this phishing campaign and see how your employees fared.

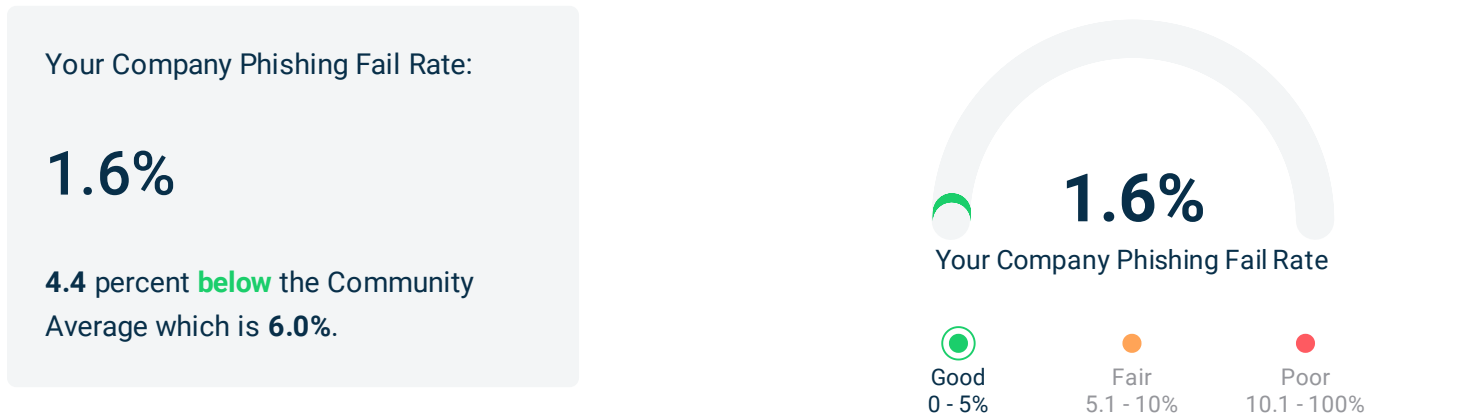


Phishing simulations sent to users are initially ranked between Easy, Medium, or Hard based on their overall click rate and plausibility. The below graphic denotes the distribution of the sent simulations between these categories.



3. Phishing Fail Rate

The figure below illustrates your organization's Phishing Fail Rate (PFR) in comparison to the Community Average Phishing Fail Rate.



What is the Phishing Fail Rate and Community Average?

Your Phishing Fail Rate (PFR) indicates the percentage of your employees who clicked on the simulated phishing link divided by the total number of employees the simulation was sent to. For comparison purposes, we've established a Community Average Phishing Fail Rate, which is the average simulated phishing campaign click rate across all organizations we monitor. Set organizational goals of having a PFR less than the community average but remember, it only takes one click on a real phishing email to potentially cause an issue.

Caught Phish

1

1 employee(s) were able to correctly identify this phishing simulation.

Please contact us if you do not have the Catch Phish plugin enabled.

Submitted Data

0

0 employee(s) entered in credentials after clicking on the simulated phishing link.

Not all simulated phishing campaigns have links that capture credentials. For these specific campaigns, please contact us for more information.